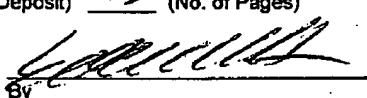


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I hereby certify that this paper and every  
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P.O. Box 1450, Alexandria, VA 22313-1450.

AUG 23 2005

Dated: August 23, 2005 (Date of Deposit) 13 (No. of Pages)EDMOND A. DEFRANK

PATENT

Attorney Docket No: 10007891-1

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of:

Robert Seseck

Serial No.: 09/855,209

Group Art Unit: 2141

Filed: 05/14/2001

Examiner: S. Willett

For: **SYSTEMS AND METHODS FOR PROVIDING SUPPORT SERVICES TO  
USERS OF PROGRAMMABLE DEVICES**

## PRELIMINARY AMENDMENT

Hon. Commissioner for Patents  
Box RCE  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated May 23, 2005, please enter the following  
amendments for the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of the claims which begins on page 2  
of this paper.

**Remarks/Arguments** begin on page 8 of this paper.